Missouri Department of Higher Education and Workforce Development

FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT...

DWD Issuance 04-2018: Participant Activity Codes, Durations, and Definitions

(Issued: November 14, 2018)

Last update: February 10, 2022

Q: What was the most recent change to the Activity Code Attachment?

A: The following services were updated or added:

- Activity code 1CA-Contact Attempt was added. Staff are to record this service after making a contact attempt via phone.
- Activity code 221-Workforce Preparation Activities maximum duration was extended from 90 days to 365 days.
- Activity code 22T-Work Based Learning Contract/Monitoring Visit was added. This service code is used for the **TAA Program only** when making contact with employers regarding work-based learning contracts. See full definition.
- Activity Code E29- Investigate/Research TAA Petition was added. This service is for **Trade Navigators only** to report activity in researching potential TAA petitions.
- Activity Code E30-File TAA Petition was added. This service code is for **Trade Navigators only** to report that a TAA petition has been filed.

Refer to the activity code table for the full definition of each service added.

Q: We have an individual who is enrolled in WIOA Adult. Her training is being funded through a Pell grant and assistance from a partner agency. Should we post the 300 or the 369 service?

A: If the program is on ETPS-staff are to use the 300 service code and select "yes" for WIOA or Non-WIOA Partner Program (which indicates another funding source is paying). Then, staff must select "no" for ITA funding training to indicate no ITA has been initiated from WIOA to pay for the training.

If the program is not on the ETPS the same instructions will apply and staff will use the 369 service code.

The 369 service **should not** be used when staff are unable to locate the WIOA Approved Provider or Program through the 300 service. Staff with privileges in

their area need to enter an education provider and program for those not on the approved ETPS list.

Q: **Since call logs are no longer required, staff are now documenting outreach calls in MOJOBs by posting the 118-Outreach and Intake service for successful contact. Should this service be posted any time successful contact is made?**

A: Staff should post the 118-Outreach and Intake service when an outreach call results in a successful contact with a customer AND outreach and orientation services are provided and case noted according to the definition of the activity code in OWD Issuance 04-2018. Please ensure the case note describes how this service was provided.

Q: **What was the most recent change to the Activity Code Attachment?**

A: The following services were updated or added:

- Activity code E27-CompTIA Contact was added to be used by **ERE and LVER staff only** when making contact with an employer in relation to CompTIA.
- Activity code 260-Provide Information on Supportive Services updated to show it is a countable service for participation.

Q: **What was the most recent change to the Activity Code Attachment?**

A: The table has been updated to reflect previous changes that were missing.

The following services were updated or added under the Trade Act Program Section:

- Activity Codes 300, 328, 339, and 368-durations extended to 182 days.
- Activity Code 310-total length of time extended to 1825 days.
- Activity Code 314-total length of time extended to 1825 days.
- Activity Code 304, "Customized Training" was added.
- Activity Code 196, "Job Search Program" was added.

Q: **Can staff post an activity code when reaching out to participants for updates or when leaving a voicemail?**

A: Staff may only post an activity code when providing an actual service to the participant. Staff must enter the appropriate case note and provide supporting information to justify the posting of a service per the Issuance.

Reaching out to participants for an update or leaving a voicemail for a participant to return a call is not an actual service and there is no activity code to post.

Q: What was the most recent change to the Activity Code Attachment?

A: Activity Code 423-Youth Apprenticeship was updated to remove the restriction to MORAP grants ONLY. This service may now be used for the WIOA Youth program to document youth apprenticeship activity. See previous FAQ from May for further instructions.

Last update: May 10, 2021.

Q: How do staff record youth registered apprenticeship activity?

A: Registered Apprenticeship (RA) itself is not one of the approved 14 WIOA youth elements; however, DOL clearly states that WIOA Youth can support RA activity through ITAs and through OJT agreements. In order to document youth RA activity fully, staff must first record the appropriate youth element being supported through WIOA, either the 416-Youth Occupational Skills Training activity code or the 428-Youth OJT activity code. Second, staff must record the 423-Youth Apprenticeship activity code to reflect the RA training.

Last update: April 13, 2021.

Q: Can staff post the 118 activity code when making reminder calls for RESEA appointments?

A: No. Making RESEA reminder calls does not warrant posting any activity codes. The 118 service should only be posted when staff make contact with participant and engage in actual outreach and intake as defined in OWD Issuance 04-2018, Attachment 1**.**

Last update: February 2021.

Q: Do I need to tie a credential entry to a service?

A: Yes. When recording a credential in the MoJobs system, staff must tie that credential to the training service responsible for the credential. This does not impact PIRL reporting but it does impact the reports associated with eligible training providers.

Q: How do we open the 001-Hold activity code on a record?

A: The 001-Hold activity code requires there to be an open service before it can be recorded. As a reminder, this code should not be used if the participant will be returning to services within 90 days.

Q: **Does a "Participation Date" on an application indicate an individual is a participant of a program?**

A: No. When enrolling an individual into a program, whether it be Wagner-Peyser, or any of the WIOA formula programs, staff must record a countable service in order to trigger the enrollment. If staff only record services that are considered non-countable or informational-only, such as the "101-Orientation" or the "107-Labor Market Information" service codes, a participation date will be recorded on the WIOA Application, however, the participant will not be considered, or reported as, an actual participant on the PIRL. The Activity Codes chart will indicate if a service is or is not countable. If the service says "no" under the "countable for participation" column, the service will not trigger participation in a program, nor will it extend participation.

Q: **Is there an order in which to record services on the WIOA Application when working with non-WIOA grants?**

A: Yes. If staff are utilizing the MoJobs case management system to reflect services funded by a non-WIOA grant, such as Cares Act, the WIOA-related services must be recorded to the WIOA application first, *before* the non-WIOA grant-funded code is recorded.

Last update: December 2020.

Q: **What was the most recent change to the Activity Code Attachment?**

A: Activity Code 159, Job Search Activity, was updated to clarify that staff should enter this service when the job search for the job seeker does not result in a job referral within MoJobs; this includes providing referrals to outside job boards, as well as providing job search assistance that results in no referrals to any job leads.

Q: **Should the 406, Tutoring, Study Skills, and Dropout Prevention, service be posted for ALL In-School WIOA Youth?**

A: No. We have received clarification from DOL that this program element service should only be provided to youth who need the identified services. Services should be based on the needs identified in the ISS.

Q: **Can supervisors void services and/or change "system closed" outcomes?**

A: Yes. Supervisors can void services within 15 days of posting, and supervisors can change outcomes that are "system closed" as long as the record has not exited. Front line staff should notify supervisors immediately if a service needs to be voided or if they notice a "system closed" outcome.

Last update: November 2020.

Q: **What was the most recent change to the Activity Code Attachment?**

A: Activity Code 249, WIOA ETPS Pre-Apprenticeship, was created to replace the outdated 223 code. All pre-apprenticeships must be on the ETPS and the provider must be in the system before posting the 249 code. Staff should no longer use the 223 code.

Q: **What activity code and grant code do staff use for CompTia now that CARES Act funding has expired?**

A: For WIOA Adult, staff will post activity code, 369, WIOA Occupational Skills Training- NON Approv Provider (no ITA), and the funding source is grant code, 102.

For WIOA Dislocated Worker, staff will post activity code 369 and the funding source is grant code, 103.

For WIOA Youth, staff will post activity code 430, Youth Occupational Skills Training – NonApproved Providers, and the funding source is grant code, 104.

Q: **When working a job order, the E92 employer activity code automatically posts, do staff need to manually post an additional code as well?**

A: No. Staff do not need to post an additional employer activity code when working job orders. However, a Case Note on the employer record is still required to explain what was done in order to justify the service.

Q: **When a participant is co-enrolled into TRADE and WIOA, do staff have to post activity codes in both applications.**

A: The WIOA Application should contain an activity code/service that triggers initial participation (countable service) that was provided. **After the initial service is posted, Trade staff should only post services to the Trade Application**. The two applications are linked so that one will not exit prior to the other one.

If WIOA staff assist the participant with something not related to TRADE, then that staff person should post services to the WIOA Application only.

The Training Service (i.e. 300) would only be posted to the WIOA Application if WIOA funds were being used to pay some of the training costs. If Trade is paying 100% of the training costs, then the training service only needs to post to the TAA Application.

Q: **Are Activity Codes 205, development of an Employment Plan, and 213, comprehensive assessment, required for every WIOA enrollment?**

A: No. Staff should only post activity codes that correlate with the services being provided to participants. Many basic career services do not require an Employment Plan or an assessment such as job searching and resume assistance. However, before a participant can receive a WIOA funded service and/or WIOA training services participants must be given a comprehensive assessment (213 service) and an Employment Plan must be developed (205 service). Therefore, as monitors we expect to find the 205 and 213 posted to participant records who have received training or other WIOA funded services such as Supportive Services.

Q: **What changed in the most recent (9.24.20) update to the Activity Code attachment?**

A: Activity Code, 48P, Support Service-Partner Referral (Non-WIOA funded) was added. This service should be posted when a Supportive Service that is not funded by WIOA is provided to a Youth participant.

Activity Code, 146, WorkKeys Assessment was inactivated.

Staff should now use Activity Code 14W, WorkKeys Assessment 2, which is a non-countable service for WIOA participation.

Q: **What changed in the most recent (8.28.20) update to the Activity Code attachment?**

A: Activity Code, 310, Apprenticeship-Non-Approv Provider, was added to the Trade section of Attachment 1.

Q: **What changed in the most recent (8.21.20) update to the Activity Code attachment?**

A: Activity Code, 369, WIOA Occupational Skills Training- NON Approved Provider (no ITA), was added. This training activity should only be used in special circumstances where the training is not funded by WIOA **and/or** is a Training Provider who did not have to be an approved ITA provider. **Remember, staff should only be posting WIOA training services paid for by another entity if the other WIOA job center services are being provided to the participant.**

Q: **What changed in the most recent (7.31.20) update to the Activity Code attachment?**

A: Activity Code, 18P, Support Service-Partner Referral (Non-WIOA funded) was added. This service should be posted when a Supportive Service that is not funded by WIOA is provided to a participant. Example, when a special project such as HPOG pays for training materials or another entity pays for transportation costs.

Q: **If a participant is co-enrolled into two WIOA programs such as WIOA Adult and WIOA Youth should staff post a training service for each funding stream?**

A: NO. Staff should post only one training service and attach it to the program that is funding the service. If staff want to co-enroll participants into Adult and Youth, they do not need to duplicate all the services. WIOA Adult and Dislocated Worker only need one countable service to be enrolled; while WIOA Youth need the 412, 413 and one of the fourteen countable youth services to be enrolled. While two training services will not require two credentials, the system will report them as being in two different trainings, which they are not. As far as performance, the posting of a credential or MSG will count towards any WIOA program in which the participant is enrolled.

Last update: June 2020

Q: **What changed in the most recent (6.10.20) update to the Activity Code attachment?**

A: Activity Code, 240 DRJP Supportive Services, was changed to a one-day code. This was done to mirror the other supportive service codes.

~~Last update: April 2020.~~

Q: ~~**When a participant is co-enrolled into TRADE and WIOA, do staff have to post activity codes in both applications.**~~

A: ~~The WIOA Application should contain the required initial services, which are the 213 (assessment) and the 205 (employment plan).~~ **~~After the initial services are complete, Trade staff should only post services to the Trade Application~~**~~. The two applications are linked so that one will not exit prior to the other one. If WIOA staff assist the participant with something not related to TRADE, then that staff person should post services to the WIOA Application only.~~

Last update: April 2020

Q: **Can staff post a 145, Unemployment Compensation Assistance, when resetting a password or verifying identification?**

A: No. According to DES, resetting a password is part of filing claim, but by itself, it is not quite enough to be considered "meaningful."

Additionally for ID verification, case managers may use the 118 but it is not countable for participation. The PO-84 process is not a countable service. In order to be able to post a countable service, staff need to provide a countable service based on participant needs.

(Please note: For ID verification, at the bare minimum, a person needs to be a <u>registered</u> user of MoJobs. That means they need only to complete registration, not enrollment into WP. When registration is completed, they get a state ID and staff are then able to add a case note on that individual's record along with the PO84 case note).

Q: **When staff are doing a RESEA dual enrollment, do WIOA staff to have add all the same services (101, 107,115, 145 etc.) in the WP Application and to the WIOA application?**

A: Once **participation is triggered for WP and WIOA**, then services only need to be posted to one application.

Q: **Should staff be using the 136, Referred to WIOA, Activity Code for those RESEA participants being dually enrolled into WIOA Dislocated Worker?**

A: Yes. Staff will record the 136 service to the WP Application.

Q: **What changed in the most recent (2.21.20) update to the Activity Code attachment?**

A: New Activity Code, 136 Referred to WIOA, was added to the system. WP staff are required to post this service when transferring an individual to WIOA staff in order to access information relating to the availability of WIOA training/education funding, supportive services, and other WIOA services that may benefit the individual. This service code will be used to track how many individuals were referred to WIOA vs. those individuals who actually enrolled into the WIOA program.

The maximum durations for Activity Codes 301, OJT and 307, SMH OJT, were increased to 365 days to better allow for training completion.

Activity Code 001, Hold-waiting for activities or health/medical, now has a duration of 90, extended duration of 90 and a maximum duration of 180. This extension was completed to better align with maximum hold of six months.

Q: **What changed in the most recent (1.31.20) update to the Activity Code attachment?**

A: WIOA Youth Activity Codes 412 and 413 were updated. In order to trigger Youth participation the 412, the 413, and one of the other youth elements must be posted. When the 412 and 413 are initially posted the record's exit date will be extended by 90 days, but any subsequent posting of these services (412, 413) will NOT extend the exit date.

Q: **Can staff void services in MoJobs?**

A: Certain staff in each region have the ability to void services within 15 days of the initial posting. *Please note that all staff have the ability to back-date services up to 15 days.

Q: **What changed in the most recent (12.19.19) update to the Activity Code attachment?**

A: OWD no longer provides oversight and guidance for the SkillUp program; therefore, the SkillUp codes were removed.

Q: **What changed in the most recent (11.22.19) update to the Activity Code attachment?**

A: The 102 Initial Assessment Activity Code was removed and de-activated in the system because the Quick Guide is no longer administered.

Q: **What changed in the most recent (11.8.19) update to the Activity Code attachment?**

A: The Activity Description for the following Youth services changed: 406, 410, 413, 418, and 420. Only the titles changed, the actual definitions and when to use these codes remain the same.

Q: **Do staff have the ability to change the "completion status" or void activities after a participant Exits the program?**

A: No, once a record exits, staff do not have the ability to change the completion status for activities. They will also not be able to void activities on exited records.

Q: A Youth that has been on a work experience, but has recently started our Scholar's program. Do we need to open another 425 service to represent the scholar's hours?

A: Yes, because the services could end on different dates. Remember to open the one day scholars code (420)…this will let monitors know that the 425 service opened on that same day is the scholars program.

Q: Is it acceptable for partner staff to select "conversion" as a Provider when posting services?

A: No. On 4/30/19, an email notice was sent out instructing staff (both DHEWD and Partner staff) to select "Division of Workforce Development". Staff will then select the correct Job Center location.

Q: Is it required for staff to write a Case Note after posting an Employer Service (E-codes) even if the title of the Activity Code describes the service that was provided?

A: Yes. Staff must enter Case Notes on the Employer Record after posting Employer Codes. This is required to validate the "Effectiveness in Serving Employers" performance measure.

Q: What did the most recent update to the Activity Code attachment include?

A: The Activity Code, 330-NDWG Temporary Employment was added and the DRJP 316 service was removed.

Q: Can the Youth Job Shadowing (409) be a paid activity?

A: No. The job shadowing work experience is a temporary, unpaid, exposure to the workplace in an occupational area of interest to the participant (TEGL 21-16).

Q: When posting services, when should the "WIOA/Non-WIOA partner" box be selected?

A: This box should only be checked if WIOA funds are NOT paying for the training. Additionally, staff should select the appropriate partner. If the funding partner is not listed select "other".

Q: Should Activity Codes be closed and re-opened or extended?

A: Activity Codes **should always be extended rather than being closed and re-opened.** If staff notice a system closed training activity code, staff should submit a Change Request to have the activity code re-opened and then staff should extend the end date. If staff notice a system closed activity code that is not training related, staff should enter a case note explaining the error and should only re-post the code if the participant is still actively participating in the activity.

Q: What changes were made on June 17, 2019 to the TRADE ACT activity codes?

A: The following services had their durations and extended durations changed to 182 days: 300, 301, 314, 328, 339, and 368. These changes were made to the Trade Act program only.

Q: What changes were made with the recent update on November 14, 2018?

A: WP and/or WIOA

Changed Supportive Service codes (180 to 185) to one day services

Changed 215 extended duration to 30 days

Changed 223 max duration to 365 days

Created the 310 service "Apprenticeship- Non approved provider" (90 90 1460)

Added "Approved provider list ITA" to the title of code 314

Enhanced the title and definition (based on 680.200) of 324 (subsequently removed 342 as this merged into 324)

Changed 326 to a one day service

Changed 348 max duration to 365 days, and added to definition

YOUTH

Changed 400 and 408 max duration to 365 days

Changed 411 max duration to 730 days

Changed 416 max duration to 1095 days

Created 423 Youth Apprenticeship code and definition (90 90 1460)

Changed 426, 427, and 428 max duration to 365 days

Changed 430 max duration to 1095 days

Removed "Employ Opp" from the title of 431, also enhanced definition

Changed 433 max duration to 365 days

Changed 480, 481, 482,483, 485, and 486 to one day services

Removed "its recognized equivalent" from 406 and S31

Added "that leads to a recognized high school equivalent diploma" to 415 and S37

Added "Title II" to 418 and S39

TRADE

Removed 284

Enhanced definitions

~~**SNAP**~~

~~Added S-services and their WP/WIOA/TAA equivalents along with new definitions~~

~~Identified some services as "WD" (Workforce Development staff) or "FSD" (Family Support Division staff)~~

~~Changed durations to match WP/WIOA/TAA durations~~

~~**Q:** **Who should post the 361 SkillUp training service?**~~

~~**A:** Only FSD staff should post this code. Workforce Development staff should post the appropriate training code. Example, a participant in occupational training must have the 300 code posted to their SNAP **and** WIOA applications.~~

Q: Now that Supportive Services are one-day services, when should staff case note a Supportive Service request/payment?

A: A Case Note should be written when the participant requests the Supportive Service, and the note should include all of the required components:

- The type of Supportive Service requested (e.g., transportation, childcare, etc.);
- The amount requested for the Supportive Service;
- The timeframe or duration for which the Supportive Service is being requested;
- The justification of need for the Supportive Service; *and*
- Documentation of the lack of availability of alternatives or other community resources.

Please note: an Activity Code/Service should not be posted until the Supportive Service is delivered/paid. (i.e. participant received work boots, work supplies, or when a check is cut to pay for transportation). At that time, staff will also enter a case note stating the supportive service was paid and for exactly how much.

Q: Does Youth Activity Codes 412 (Objective Assessment) and 413 (Individual Service Strategies) extend participation?

A: For a Youth to be considered a participant, the 412, the 413 and one of the 14 program elements must be posted. The first time these codes are posted, participation is triggered. However, any subsequent posting of the 412 or 413 **will not extend participation, and will not prevent a record from exiting.**

Q: The wording of Activity code 415, Alternative Secondary School Services, makes it sound like they can only obtain a High School Equivalency Diploma, but many of our alternative school youth actually obtain a real diploma. Is this correct?

A: We made the clarification on the Issuance to ensure that we were providing the same guidance to the regions that is contained in TEGL 21-16 (pp.14-15). This distinction was made in the TEGL to avoid duplicate reporting while recognizing that definitions for both activities can overlap. There is no need to change the activity code for participants already enrolled in the manner described below. We will pick up either credential for reporting and performance. **If the program will lead to a high school diploma, staff should post Activity Code 406, Dropout Prevention and Recovery.**